



FSC Superintendent Training

Bill Sherman
Chief, Family Matters
Operations
AFPC/DPPTF

Jun
2004





The Journey Ahead

- The Expedition
- Course Objectives and Philosophy
- Pathfinder AFB
- Mobile Training Team
- Family Matters Vision & Mission
- Family Matters Update
- Transformation
- CAIB/IDS





90 Second Introduction

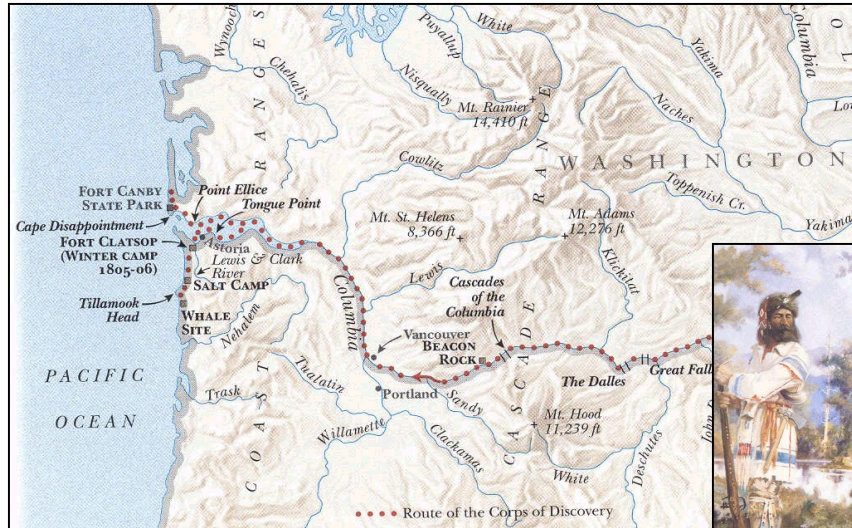


- Name:
- Location:
- Job:
- Years with AF FSCs:
- What skill set would you bring to the Lewis & Clark expedition?



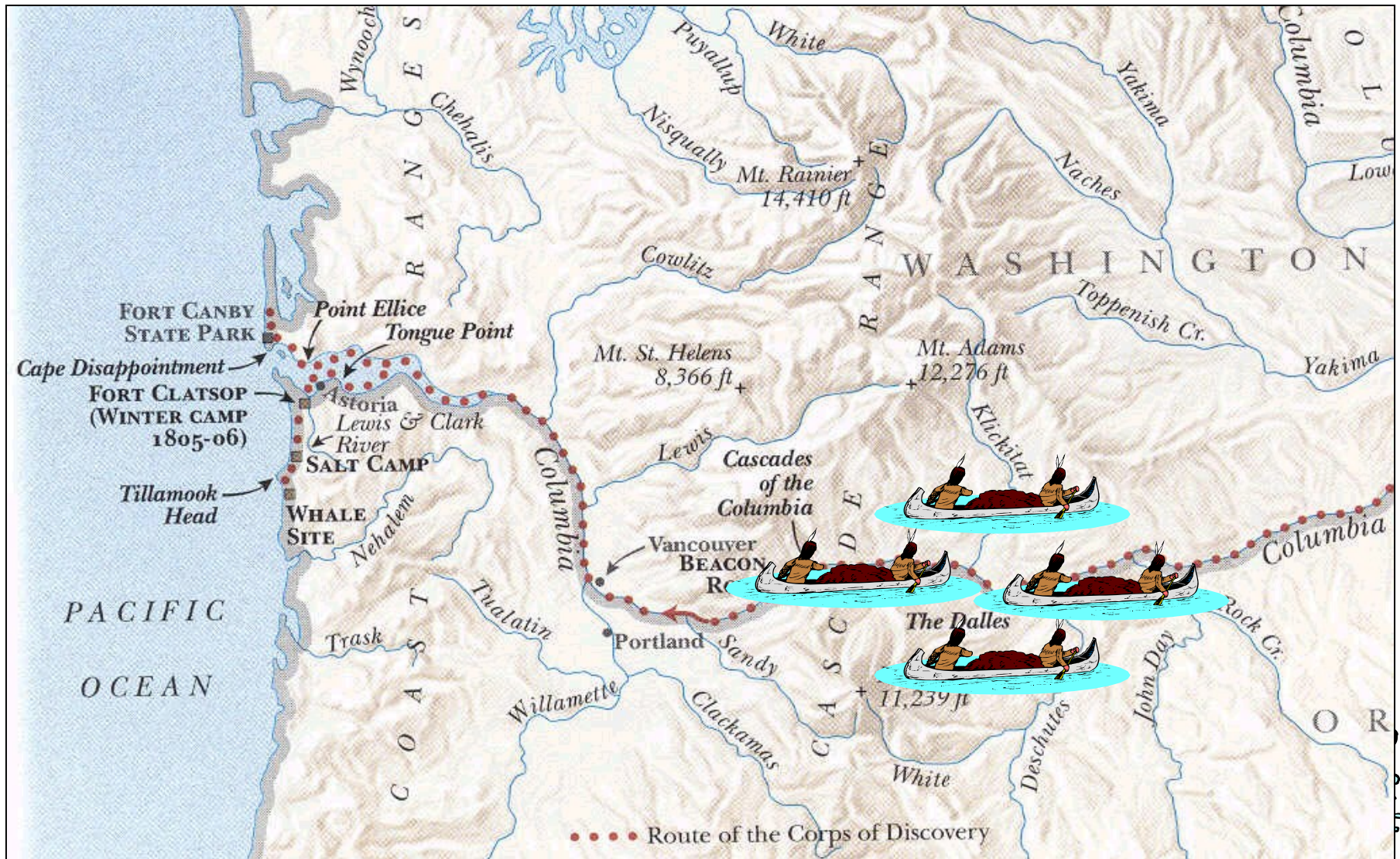


Lewis & Clark Expedition





Tracking Your Journey





The End of the Journey



**Fort Clatsop,
Oregon**





Mobile Training Team



“Pathfinders Lead the Way”





Pathfinder Air Force Base

“Pathfinders Lead the





Course Purpose

- To provide FSC Community Readiness Consultants (CRC) and Technicians (CRT) with the skills and knowledge necessary to enhance community readiness through personal preparedness
 - Assist Commanders with their responsibility for the health and welfare of the military community
 - Assist individuals and families adapt to the changes and challenges of military life





CRC Course Philosophy

- This course is a logical follow on to the IDS and MQC courses that your flight chief attended
 - Puts community readiness concepts into action
- Course is designed to train FSC consultants and technicians in a transforming environment
 - Development team began the process of building this course over a year ago
 - Designed for FSC staff members vice directors
 - Community approach to Family Support
 - Results based-course development





Results-Based Course

- Results management approach to development of all FSC services and activities
- Use of data sources, information, and assessment tools while consulting with leaders, and individuals
- Community readiness consultation approach to service delivery
- FSC CRC/T knowledgeable of EAF/AEF concept and it's impact on FSC customers
- Support to unit and formal and informal community agency leadership
- Collaborative approach to service delivery
- Use of information technology





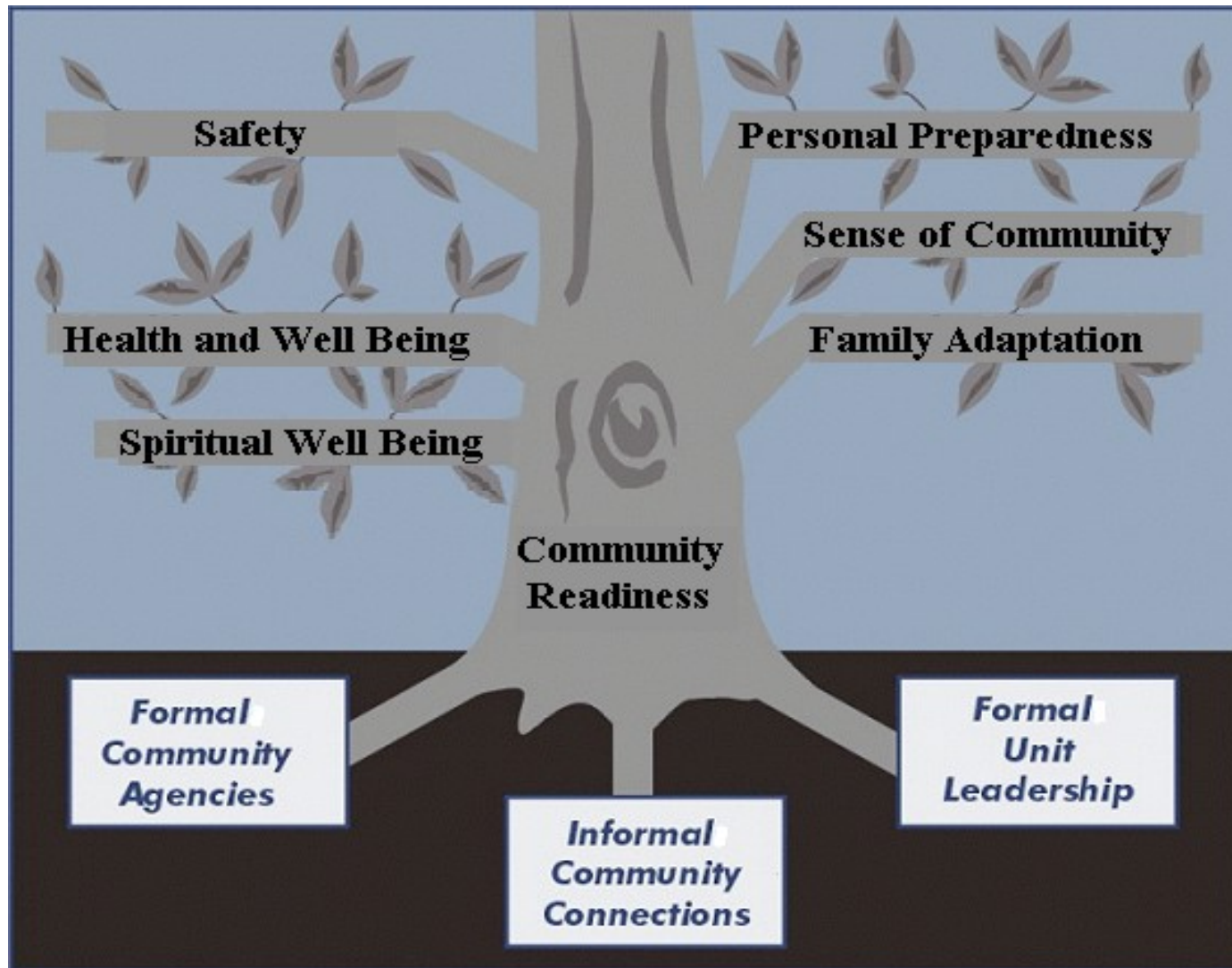
Course Objectives

- Discuss how the CRC service delivery model is a direct outcome of the transformation of the Air Force.
- Describe the EAF/AEF concept and its impact on communities, units, families, and individuals.
- Explain the relationship between the CAIB, IDS, and CAP regarding community readiness through personal preparedness.
- Apply a results-oriented design for developing community readiness through personal preparedness.
- Apply a wide range of data sources, information, and assessment tools while consulting with leaders and individuals.
- Complete a career development assessment and plan.
- Consult with leaders and individuals.
- Develop a personal action plan.





Community Readiness Model (CRM)





Air Force Family Matters

Vision:

Build strong, ready communities

Mission:

Work collaboratively to build stronger communities that promote self-sufficiency and enhance mission readiness, retention and adaptation to the AF way of life by providing total force members, their families, and leadership with measurable and effective





Family Matters Update

- Accreditation
- AF Crossroads
- Air Force One Source
- FIRST
- FAMNET V
- SITES IV
- New Managers Course





Air Force Crossroads



AIR FORCE CROSSROADS



THE OFFICIAL COMMUNITY WEBSITE OF THE UNITED STATES AIR FORCE

The Air Force believes that one of its most important attributes is a sense of community among its members and their families....The Air Force is rededicating itself to both maintaining this sense of community and finding new and more efficient ways of providing it.



- Calendar of Events
- Casualty & Loss
- Communications Center
- DoD Installations
- Education
- Eldercare
- Employment / Volunteer
- Family Separations
- Financial Information
- Flea Market
- Info. Resource Center
- Leisure Activities
- Medical & Dental
- Parenting
- Related Websites
- Relocation
- Spouse Network
- Teens & Youth



FIRST



FIRST 2.0 BETA

Jump To

FIRST: Little Rock AFB, AR

My Customers

Sorry, no customers have been added to "My Customers".

My Upcoming Visits (Next 7 Days)

Sorry, no upcoming visits are currently scheduled.

[View All Your Upcoming Visits...](#)

My 6/12 Month Post Assessment Reminders

Sorry, there are no 6/12 month post assessment reminders needed.

Recently Added Customers (last 5)

CLARK, CHRISTINA	4/5/2004
------------------	----------

Marquardt, Jason	4/5/2004
------------------	----------

SANDERS, JEFFREY	4/5/2004
------------------	----------

Lynch, Shanika B	3/25/2004
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My Quick Tracker

For 4/21/2004

Informal Contacts

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Service Materials

[Customize Materials](#)

Today's Workshops

No Workshops Today

[Add New Workshop](#)

About You

Bill Sherman

Base: Little Rock AFB, AR

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FIRST Management

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william.m.sherman!
April 21, 2004

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Front & Center **AF Featured Story**



To the rescue

KADENA AIR BASE, Japan -- Staff Sgt. Leslie Schafferman shouts instructions to medical first-responders during a mass casualty exercise here as she treats an Airman for injuries sustained in a simulated building collapse. Sergeant Schafferman is an 18th Medical Operations Squadron independent-duty medical technician. The scenario was part of the 18th Wing's weeklong operational readiness exercise that ends April 23.

Leadership Messages

AF Leadership: Cross Further Into the Blue

[Click here](#) for Information about AF Force Development and Leadership Development

Air Force Senior Leadership

Air Force Senior Leadership Biographies
Contains biographical information on current Air Force leaders

[More...](#)

Senior Leadership Speeches

Contains SECDEF, CSAF, and CMSAF speeches

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Internet



FAMNET V

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FAMNET 5 Telecommunications Network

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April 21, 2004

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Wireless E-Mail

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[Configure Desktop](#)
[SPECIAL ACCESS](#)
[FAMFocus](#)
[FIS](#)

SUPPORT

[FAMNET 5 FAQ](#)

AFAS Update

- 04/13/04 - New Supply of AFAS Form 2's
- 04/09/04 - AFAS Survey Results
- 04/07/04 - Air Force Assistance Fund Q&A
- 03/04/04 - Electronic Ticketing: Non-refundable Tickets



Air Force News

[EDIT](#)

To the rescue

4/20/2004 - **KADENA AIR BASE, Japan** -- Staff Sgt. Leslie Schafferman shouts instructions to medical first-responders during a mass casualty



AFFAM Update

- 04/14/04 - AF Crossroads Update
- 04/06/04 - Welcome to FAMNET 5!



FAMNET Mail

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Date	From	Subject
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Top Forum Discussions

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Site of the Month

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The Air Force Aid Society
<http://www.afas.org>



Air Force One Source

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My Bookmarks

My Air Force One Source

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Welcome to Air Force One Source, Bill



This Month's Feature

April is the Month of the Military Child... [more](#)

US Air Force Family Support Centers offer you access to Air Force One Source Online, where you can find help to cope and not so little -- issues. Click on a topic of interest on the left, under the How May We Help You? heading, or use the top right corner. You can access informative articles, helpful tools, audio tips on hundreds of specific topics, and



welcomes you to

Air Force One Source Online

the comprehensive source to help you face life challenges.



Manager's Qualification Course

- Questionnaires went to Flight Chiefs, Career Broadeners, MSS/CCs, MAJCOM Chiefs, Careers Program, Air Staff and AFPC

- Data will be gathered and analyze

- AFPC, DPK, training consultant, and Air Staff will meet in June

- Course philosophy and objectives will be built





On the Horizon

- Training

- ✓ New course for CRC/T
- ✓ Readiness Course twice a year at AU
- FSC Managers Course
 - New Course being developed (Summer 05?)
- ✓ Superintendent Training as needed



- Conferences

- ✓ Readiness Conference (Dec 2003)
- OSD Family Center Leadership Conference October 2004





AFI 36-3009

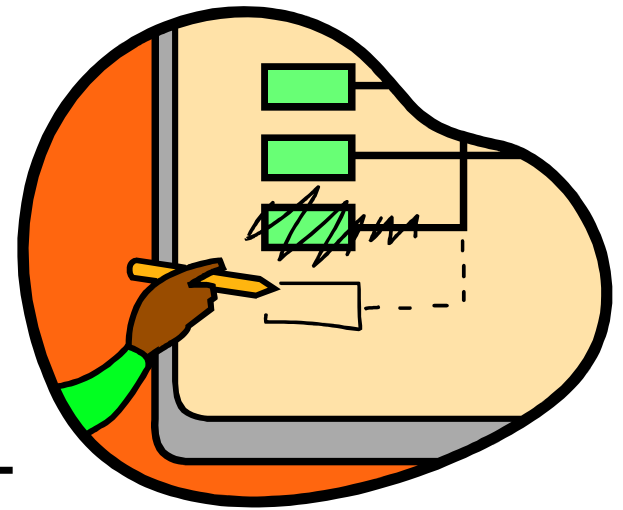
- Includes the Transition and Relocation AFIs
 - Total rewrite
 - Supports our transformation and new service delivery model
 - Will release draft to the field
- Self-Inspection Check-List to follow





Transformation

- DoD
 - Air Force
 - Personnel
 - Family Support





DoD Transformation

- The Department of Defense is transforming: Secretary Rumsfeld
- Change is everywhere and happening rapidly: General Eric Shinseki
- Let's look at some changes





Air Force Transformation



Secretary James G. Roche



General John P. Jumper

We must fundamentally transform our Combat and Support capabilities by leveraging information and process improvements across the Air Force enterprise to achieve significant operational efficiencies and drive down support costs





Air Expeditionary Forces

- Total Deployed 24,153
 - AD (current) 17,734
 - ANG (current) 3,702
 - AFRES (current) 2,717
 - Civilians (current) 139
- AD (since 9/11) 242,293
- ANG (since 9/11) 77,084
- AFRES (since 9/11) 33,636
- Civilians (since 9/11) 2,245



As of May
04



Air Expeditionary Forces

- Deployed for OIF

• AD (current)	5,3
• ANG (current)	6
• AFRES (current)	20
• Civilians (current)	
TOTAL	6,4

• AD (since 9/11)	38,4
• ANG (since 9/11)	15,952
• AFRES (since 9/11)	6,711
• Civilians (since 9/11)	170
TOTAL	61,267



As of May
04



Air Expeditionary Forces

- Air Expeditionary Forces
 - Airmen in buckets (cycle)1997: 80,
 - % in buckets in 1997: 22%
 - Airmen in buckets 2003: 272,000
 - % in buckets in 2003: 76%
 - Next Major Rotation: Mar 04

- Snapshot
 - Unavailable to deploy: 35,612
 - 9.5% of Total Force: 375,062
 - Student status: 31,495
 - PCS status: 3,125
 - Confined/Patient status : 992



As of May
04



Not Your Father's Air Force

- World Wide Mobility
 - The Global War on Terrorism began the longest sustained surge of air mobility forces since Operation Vittles, the 1948-49 Berlin Airlift
 - During OIF, a 15-ship C-17 formation departed Aviano AB, IT to airdrop 945 soldiers and equipment into Iraq – the first combat airdrop of paratroopers by the C-17 and largest since the 1989 combat drop in Panama
 - During OIF, AMC's Mobile C2 units – Tanker Airlift Control Elements and Mission Support Teams deployed to 21 locations, handling more than 9,398 aircraft sorties with a total throughput of 332,317 passengers and 144,000 short tons of cargo





National Security Personnel System (NSPS)

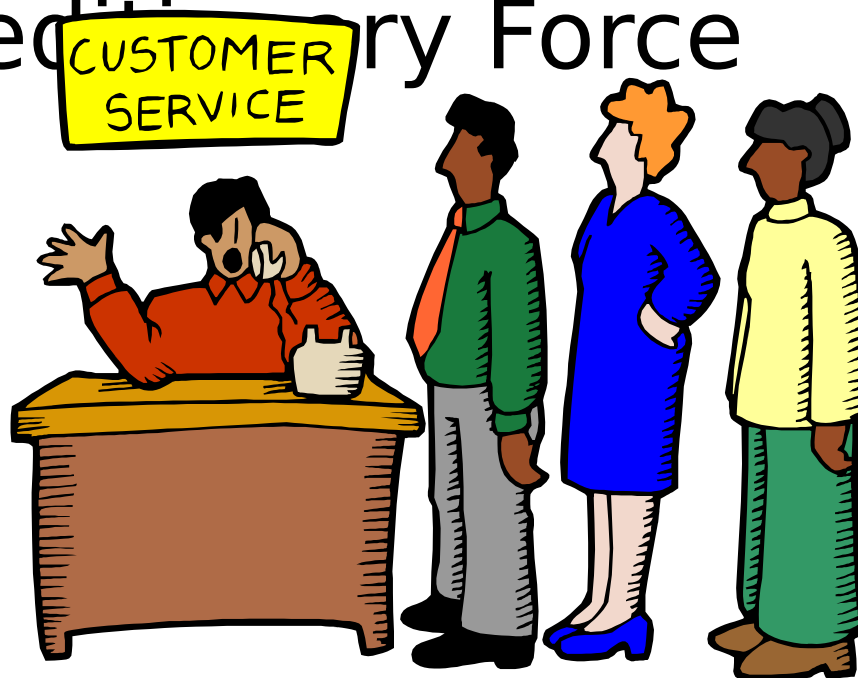
- NSPS Highlights
 - Included in '04 National Defense Authorization Act (NDAA)
 - Most significant personnel changes in 50 yrs
 - Flexibility to manage based on DoD Mission
 - <http://www.cpms.osd.mil/nsps/>
- Benefits
 - Streamlined Classification
 - Expedited Hiring
 - Pay for Performance
 - Pay Banding
 - New Appeal and Labor System





DP *Transformation*

Deliver a leaner, more cost effective customer-focused personnel service to support the Air Expeditionary Force





Customer Service Transformation (CST)

- ALL DP functional areas will be part of the CST
 - Military Personnel Flight (MPF) customer service provided through the vMPF, AFPC Contact Center, and base MPFs
 - Contact center has about 60 contractors covering 24/7
 - Within a couple of years there will be hundreds in the contact center
 - Personnel footprint will get smaller
 - Many prefer getting service from the web or over the phone—get service when it is convenient for you
 - High tech and high touch?





FSC Transformation

- Imperative for change:
 - Our traditional service delivery system is activity focused versus meeting validated community level needs
 - Traditional approaches may create dependency
 - System should encourages families to be active participants in their own lives and the life of community instead of being passive recipients
 - FSC reactive, passive service provider
 - FSCs are often constrained by high caseloads & crisis management





FSC Transformation

Requirements for successful FSC transformation:

- Build the art and science of prediction
- Move from activities-based services to community building activities
- Outcome-based management
- Engage more fully with technology
- Move to community based initiatives in close partnership with leadership
- Collaborative approach to community building
- Incentivise FSC staff





FSC Transformation

FSC Transformation Milestones:

- Operations move to AFPC completed in Oct 01
- Better deployment/use of Information Technology
 - AF Crossroads, FIRST, GI-Mail, AF One Source, “reach-back capability”
- CRC Delivery Model
 - SCPDs implemented April 04

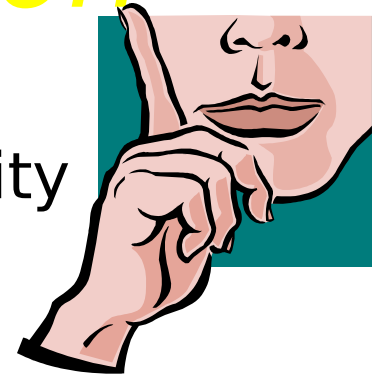




FSC Transformation

What do we need from you?

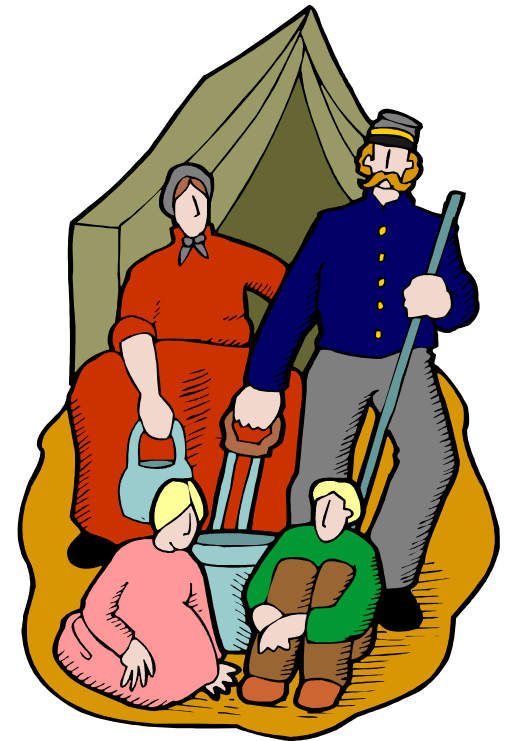
- Deep local knowledge of your community
- Technological awareness
- Ability to think imaginatively and seek out diversity of thought
- Comfort with uncertainty and the art of the possible
- To be mentored and be a mentor





What do Customers Want from FSCs?

- More than a menu of programs from a center bound FSC staff
- Easy access to base-wide resources (reach back)
- Balance between professional and family lives
- Services that meet their needs and requirements and that focus on issues and concerns across the military and family life cycles





What do Commanders Want?

- An FSC that consults with them and understands their organization's uniqueness—provides services specific to the units immediate and long-term needs
- Services that involve outreach and are proactive, focused on personal and family readiness and individual/family development
- An FSC that helps support and maintain mission readiness by assisting individuals and families adapt to the demands of military life





COMMUNITY ACTION INFORMATION BOARD

(CAIB)

- Mission: A cross-functional forum designed to identify community issues and implement collaborative solutions
- Provides venue for bottom-up/top-down exchange of input/guidance on community issues





Integrated Delivery System (IDS)

- IDS is the operational arm of the CAIB
 - Chair appointed 2-yr rotational basis
 - Functional representatives work family/community issues
 - Provide recommendation/working solutions to CAIB





Your Thoughts and Questions

